

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. Service is the worst in the communications industry. Calling for assistance is nothing but a scam, you are placed on hold to hear their advertisement for 30 minutes or longer. When you get someone they are not help. The service is deplorable. Just riding home my signal is dropped 3 to 5 times. They will tell you that if you read the contract dropped signals are normal and that is just too bad. T-Mobile is the worst, Lost calls, dropped signals, no one to talk to to get help. They should be placed under federal control and held accountable for printing maps of coverage and then tell you there are pockets that could be a problem. The pockets are increasing and that is too bad. Let them write their own rules, HELL NO! If the FCC feels, it is OK, then they need to be disbanded also!!!!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,  
Steve Warchol